

DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – ATASCADERO
MEDICAL STAFF OFFICE

JOB CLASSIFICATION: OFFICE TECHNICIAN (Typing)
(DEPARTMENT OF PSYCHIATRY)

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under direction of the Staff Services Manager I (SSMI), performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks.

30% **Prepare, compose and type correspondence for the Chief of Staff and the Chair of the Department of Psychiatry utilizing various computer programs** (e.g. Microsoft Word, Access, Excel, etc.). Demonstrate excellent interpersonal skills to communicate effectively with staff and the public.

Using the Concur Travel Store, coordinate and assist with travel arrangements for Civil Service Department of Psychiatry staff, including the preparation of Travel Authorization Requests and other travel/training documents. Process travel and license reimbursement requests using CalATERS.

Receive, screen and route telephone calls; take messages, provide information and refer to appropriate staff.

Maintain and be familiar with administrative directives and other policy procedure manuals. **Keep abreast of departmental policies, rules and regulations.**

30% Coordinate, schedule, prepare and distribute agendas and minutes for the Department of Psychiatry and Medical Staff Committees as assigned. Works closely with the Chief of Staff and Medical Staff Committee Chairs to gather confidential individual data for various meetings.

20% Assist the Continuing Education Coordinator with preparing, analyzing and compiling data for various Continuing Education seminars offered to the Medical Staff at the hospital. Liaison with accrediting facilities and local Training Department to coordinate CEU/CME credit distribution to staff.

Complete data entry using Excel spreadsheets, Plato, Access Databases, Training Database, etc. while maintaining confidentiality. Maintain Medical Staff meeting attendance tracking spreadsheet.

Maintain confidential credentialing, personnel and administrative files including minutes and correspondence.

10% Prepare daily employee sign-in sheets. **Assist staff with recording time usage on Standard Form 634** and perform other related timekeeping tasks for Department of Psychiatry and Medical Staff. Act as liaison to timekeeper in Personnel. Coordinate required annual training for Department employees.

Responsible for the coordination and completion of Annual Performance Evaluations and Probationary Reports for Department staff including documentation of privileging dates, required training, annual health screenings and license verification.

Maintain Medical Staff Hallway office supplies, ensuring low stock items are ordered in a timely manner from the Warehouse. Procure essential items from outside vendors when not available in the storeroom.

Collect and distribute mail to appropriate staff members.

10% Provide back up to the Medical Staff SSA in assigning and tracking all Therapeutic Review Committee consults and forwarding to appropriate departments or individuals. Compile information for compliance reports, Governing Body reports and various other reports as needed.

Provide back up to the Medical Staff SSA Credentialing Coordinator in preparing credentialing, hiring and interview packets for the Medical Staff; coordinate orientation for new staff.

Assist SSML, Chief of Staff, Medical Staff Coordinator, and others with various special projects or requests from administration.

2. SUPERVISION RECEIVED

Staff Services Manager I

3. SUPERVISION EXERCISED

N/A

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

5. REQUIRED COMPETENCIES

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

CPR

N/A

MANAGEMENT OF ASSAULTIVE BEHAVIOR

N/A

RELATIONSHIP SECURITY

Demonstrates professional interactions with patients and maintains therapeutic boundaries.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace which enable the employee to work effectively.

SITE SPECIFIC COMPETENCIES

- Knowledge of Medical Staff Bylaws and Medical Staff Rules as they pertain to the Medical Staff.
- Credentialing procedures for psychiatrists, medical doctor's psychologists, social workers and nurse practitioners.

- Knowledge of Department of State Hospitals hiring procedures for psychiatrists.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Ability to operate various computer programs (e.g., Microsoft Word, Access, Excel, PowerPoint; Internet Explorer, Microsoft Outlook, Plato, Concur, CalATERS, etc.)

6. LICENSE OR CERTIFICATION

N/A

7. TRAINING - Training Category = 10

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee's Signature

Date

Supervisor's Signature

Date

Reviewing Officer's Signature

Date